

65-2210A13, P002

P442

United States Environmental Protection Agency POSITION DESCRIPTION COVERSHEET		1. DUTY LOCATION Denver, CO		2. POSITION NUMBER 00057234	
3. CLASSIFICATION ACTION: a. Reference of Series and Date of Standards Used to Classify This Position <i>IPS for Admin Work in the IT Group GS-2200, May 2001</i>					
	b. Title	c. Service	d. Series	e. Grade	f. CLC
Official Allocation	IT Specialist (Network)	GS	2210	13	100
4. SUPERVISOR'S RECOMMENDATION	IT Specialist (Network/Telecom)	GS	2210	13	
5. ORGANIZATIONAL TITLE OF POSITION (if any)		6. NAME OF EMPLOYEE Ricky Archuleta			
7. ORGANIZATION (give complete organizational breakdown)					
a. U.S. ENVIRONMENTAL PROTECTION AGENCY		e.			
b. Office of Technical and Management Services		f.			
c. Information Systems Program		g.			
d. Technical Services Unit		h. Organization Code 90844200			
8. SUPERVISORY/MANAGERIAL DESIGNATION					
<input type="checkbox"/> [S] First or Second level supervisor: An individual who performs supervisory work and managerial responsibilities that require accomplishment of work through combined technical and administrative direction of others and meets the requirements for coverage as described in the General Schedule Supervisory Guide.					
<input type="checkbox"/> [A] An individual (as defined in Section 7103(a)(10) of Title V of the U.S. Code) who is authorized to hire, direct, assign, promote, reward, transfer, lay off, suspend, discipline, or remove one or more employees, or effectively recommend such action. The exercise of this responsibility is not routine or clerical in nature, but requires the consistent exercise of independent judgment.					
<input type="checkbox"/> [M] A manager who directs the work of an organization; is accountable for the success of line or staff programs; monitors, evaluates, and adjusts program activities; and performs the full range of duties outlined in the General Schedule Supervisory Guide. May also include deputies who fully share responsibility for managing the organization or who serve as an alter ego to the manager.					
<input type="checkbox"/> [B] A management official (as defined in Section 7103(a)(11) of Title V of the U.S. Code) who formulates, determines or influences an organization's policies. This means creating, establishing, or prescribing general principles, plans, or courses of action for an organization; or bringing about a course of action for the organization. Management officials must actively participate in shaping the organization's policies not just interpret laws and regulations give resource information or recommendations or serve as experts or highly trained professionals who implement or interpret the organization's policies and plans.					
<input type="checkbox"/> [T] "Team Leader" This position meets the requirements for coverage under Part II of the General Schedule Leader Grade Evaluation Guide.					
<input checked="" type="checkbox"/> [N] None of the above applies. This is a non-supervisory/non-managerial position.					
9. SUPERVISORY CERTIFICATION I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships and that the position is necessary to carry out governmental functions for which I am responsible. The certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.					
a. Typed Name and Title of Immediate Supervisor Gregory N. Zurfla, TMS/ISP/TSU Director		d. Typed Name and Title of Second-Level Supervisor Donald Serina, TMS/ISP Director			
b. Signature		c. Date		e. Signature	f. Date
					3/21/08
10. OFFICIAL CLASSIFICATION CERTIFICATION					
a. <input checked="" type="checkbox"/> This position has no promotion potential.		<input type="checkbox"/> If position develops as planned and employee progresses satisfactorily, this position has known promotion potential to grade:		b. Fair Labor Standards Act <input type="checkbox"/> Nonexempt <input checked="" type="checkbox"/> Exempt	
c. Functional Code N/A					
d. Bargaining Unit Code 011	e. Check, if applicable: <input type="checkbox"/> Medical Monitoring Required <input checked="" type="checkbox"/> Extramural Resources Management Duties ( 15.00 % of time) <input type="checkbox"/> This position is subject to random drug testing ( )		f. Signature Ramona Davis		g. Date 6/10/08
11. REMARKS <u>STATEMENT OF DIFFERENCE</u> None This position was classified through accretion of duties procedures and meets the requirements of EPA's Merit Promotion Plan.					

**Position Description**  
**Information Technology Specialist**  
**(Network/Telecom Services Lead), GS-2210-13**

**Introduction**

The incumbent serves as the Lead Network and Telecommunications Services Administrator in the Office of Technical and Management Services, Information System Program, Technical Services Unit. The Program is responsible for providing leadership in information technology and management systems to sustain the Region's environmental mission.

The incumbent is the Region's technical Lead for mission-critical network and telecommunication services, including: planning, designing, acquiring, developing, configuring, documenting, maintaining, testing, integrating, implementing, and monitoring services. This infrastructure provides the backbone for all computer, telephone, video conferencing, and broadcast television services used by over 800 employees. The incumbent is also a senior technical expert and mentor of other employees to administer the Program's telecommunications, performance measurement, and security functions.

Expert technical skill is required in: networking, telecommunications, security, voice over internet protocol (VOIP), audio visual (AV), wireless, mobile, wireless devices, cable plant and data management, software installation, and contracting. The incumbent is recognized as national technical expert in these areas. Incumbent identifies, troubleshoots and implements solutions, patches, upgrades and processes to insure information technology availability and security of all systems across the Regional and satellite offices of Region 8.

**CORE DUTY STATEMENTS:**

**Information Management** - Directs, administers, develops, coordinates, and/or personally performs work involved in the receipt, processing, storage, retrieval, reproduction or transmission of information and data. May apply a broad knowledge of one or more professional, scientific, technical or administrative fields sufficient to understand the full nature and significance of the information handled. Applies a full understanding of the operational procedures, techniques, and technical capabilities of the systems and/or equipment utilized. Responds to and supports current program needs and anticipates future directions and requirements. Proposes or initiates new directions to be taken in information management which will enhance current systems and/or develop new systems, procedures, and fully utilize emergent technology.

**Development** - Serves as a technical specialist for the organization in the application of advanced theories, concepts, principles and processes for an assigned area of responsibility. Plans, organizes, directs and coordinates development programs requiring diverse creative and support efforts from contractors, design agents or laboratories. Conducts continuing studies and analyses to determine the feasibility of various advanced engineering/ scientific approaches, to define concepts and criteria for future programs or to resolve major problems in current programs.

**Contracts Management** - Manages, directs, performs, or develops policies and procedures for the procurement of supplies, services, construction, or research and development using formal advertising or negotiation procedures; evaluation of contract price proposals; and, administration or termination and close out of contracts.

**Planning** - Devises plans and procedures for accomplishing organizational goals and objectives. Proposes strategies and specific courses of action which appear most promising for achieving identified goals and objectives. Evaluates future trends and identifies resources which will be necessary for future program accomplishments. Identifies and evaluates prospective problem areas and proposes solutions and alternatives for circumventing or surmounting such problems. Identifies and specifies requirements for progress reporting, key evaluation points, milestones, internal/external coordination, administrative and technical support.

### **SPECIFIC (MAJOR) DUTIES:**

#### **1. NETWORK SERVICES**

- a. The incumbent serves as the Lead Network Administrator responsible for all wired and wireless infrastructure in close alignment with the Region's environmental mission. Responsibilities include reviewing and evaluating the work of other employees in the program, including contractors and other service providers.
- b. The incumbent is recognized as a Regional and National technical expert responsible for all highly complex aspects of network activities including design, engineering, capacity planning, and performance monitoring.
- c. Designs, implements and maintains the Regional cable plant. Optimizes cabling resources and efficiencies and initiates and oversees cable installations. Diagrams cable configurations. Performs and reports cabling performance test results.
- d. Serves as the lead project manager of all network switch upgrades and new system implementations. Performs detailed, in-depth technical research, development, evaluations, and testing.
- e. Provides management of operations and maintenance in support of regional telecommunications equipment. Along with Facilities Manager, determines and maintains power requirements for computer room, telecommunications closets, and other areas of special need in the Denver Regional Office and the Region 8 Laboratory facility.
- f. Administers and registers all Internet Protocol and system addressing.
- g. ADP Coordinator with responsibility for: 1) TSSMS account and ID authorization – to give appropriate users rights and access to the Region's financial systems on the mainframe; 2) approves Technical Service Requests (TSR's).

## **2. TELECOMMUNICATION SERVICES**

- a. The incumbent administers the Region's voice (VOIP, cellular, satellite, and mobile devices) and video (television, video conferencing, AV) services to provide direct support the Region's environmental mission. Includes management of service contracts for local, long distance, cellular, and network access.
- b. Performs major system upgrades and new system implementations. Designs, selects, maintains, installs, troubleshoots, documents, and administers various telecommunication hardware (servers, power supplies, switches, handsets, mobile wireless), software and firmware to ensure reliability and performance.
- c. Installs, tests, documents and manages call accounting software to report local and long distance calling usage. Reports verify billing, unauthorized usage, waste, fraud or abuse.
- d. Leads Regional teams and studies to better align services to the environmental mission. Responsible for research, analysis and implementation of new hardware, software, or service agreements to meet the needs of the environmental program.

## **3. INTEGRITY**

- a. Implements a change control process to ensure that all changes to the technical environment are well planned, tested, implemented, and managed throughout the systems lifecycle;
  - b. Ensures that all systems meet or exceed the current standards for security, reliability, continuity of operations, performance and information sensitivity;
  - c. Conducts professional project planning to manage systems in a well controlled, coordinated, tested, and documented manner;
  - d. Incumbent provides direct support to the Region's Information Security Officer to ensure a "green" score on the Agency's report card.
  - e. Manages RSA, RACF, and TSSMS security administration for Region 8. Coordinates the Regional RSAs to ensure their training and proper implementation of mainframe security protocols.
- a. Develops and enforces policies to prevent and defend against unauthorized access to systems, networks, and data. Conducts risk and vulnerability assessments and assesses security events to determine impact and corrective actions.
  - b. Promotes awareness of security issues to reflect the Region's vision and goals.
  - c. Facilitates gathering evidence to prosecute crimes or disciplinary actions.

#### 4. PERFORMANCE MEASUREMENT

- a. Incumbent is the Lead technician to perform monitoring of all Regional networks, servers, desktops, and services to measure throughput, responsiveness and performance. For example, the incumbent continuously tests the service levels of servers (email, web-based email, database, intranet, video), and services (electronic forms, web pages, directories, video broadcasts) with automated tools. Reports are generated to show hours of uptime, service reliability, performance and usage patterns over time. Data is analyzed to proactively respond to emerging problems or issues before causing outages or service calls.
- b. Routinely reports all work activities in the Program's management system. This includes, but is not limited to: project plans, customer service requests, operating plans, activity reports, configuration documents, policies, change control events, procurements, service agreements, budgets, and other documents.

#### 5. MISCELLANEOUS

- a. The incumbent serves as a Contract Officer Representative (COR) to obtain hardware, software, and services from outside vendors or government providers. Performance based service contracting is used to identify problems, conduct market research, develop requirements and pre-award contract activities, and post award coordination and monitoring.
- b. Participates in contingency planning and Continuity of Operations (COOP) for assigned areas of responsibility.
- c. Provides exceptional customer service by meeting or beating service standards, ensuring timely closure of service tickets, responding to customers with empathy, following up promptly, and requesting feedback for future improvement.
- d. Service interruptions, problems or degradation are quickly responded to and resolved. Outside expertise and guidance is sought when issues cannot be resolved in a timely manner by the incumbent.
- e. Knowledge is generously shared in a timely way through briefings, guidance, policy, procedures, training materials, announcements, the Intranet, email, personal consultation, hands-on training, and streaming video.
- f. Performs other duties as assigned.

## **FACTOR EVALUATION SYSTEM (FES) FACTORS:**

### **1. KNOWLEDGE REQUIRED BY THE POSITION (Level 1-8, 1550 Points)**

- a. Mastery of and skill in applying the principles, theories, and practices in network, telecommunication, and security administration to serve as a National authority to extend and apply new developments to critical problems or in making decisions and recommendations which significantly change, interpret, or develop important programs.
- b. Mastery of, and skill in applying this knowledge to:
  - i. Optimization of services
  - ii. Performance monitoring and measurement
  - iii. Bandwidth management concepts
  - iv. Total infrastructure security protection, certification and accreditation
  - v. Agency-level business and mission requirements
  - vi. Network architecture and topology, including transmissions protocols, broadcasting, switching, control and remote access.
- c. Technical skill is sufficient to manage this large, complex environment, including:
  - i. Integrating the convergence of networks, VOIP, video, voice, fax and email
  - ii. Conduct cost-benefit analysis of the total cost of ownership and capacity studies, including the acquisition of hardware, software, and services
  - iii. Establishing security practices and policies to certify systems or network accreditation; and ensure coordination and/or collaboration on security activities.
  - iv. Developing contingency and recovery plans
  - v. Maintaining IP addressing, directory and domain name services
  - vi. Providing Intranet or extranet gateways, establishing connectivity between remote sites; creating network maps; troubleshooting problems, installing software fixes and upgrades.

### **2. SUPERVISORY CONTROLS (Level 2-5, 650 points)**

How Work Is Assigned – The supervisor provides administrative and policy direction in terms of broadly defined missions or functions of the Agency.

Employee Responsibility – The employee:

- Is responsible for managing services in Region 8, a significant Agency IT program which is the network hub for the Western United States. The incumbent is responsible for providing primary Regional network service while also backing-up for other Regions in the event of outages.

- Defines objectives;
- Interprets policies promulgated by authorities senior to the immediate supervisor and determines their effect on program needs;
- Independently plans, designs, and carries out the work to be done; and
- Is a technical authority.

How Work Is Reviewed – The supervisor:

- Reviews work for potential impact on broad agency policy objectives and program goals;
- Normally accepts work as being technically authoritative; and
- Normally accepts work without significant change and adherence to requirements. The supervisor does not usually review methods used.

### 3. **GUIDELINES** (Level 3-4, 450 points)

Guidelines Used – The employee uses guidelines and precedents that are very general regarding agency policy statements and objectives. Guidelines specific to assignments are often scarce, inapplicable or have gaps in specificity that require considerable interpretation and/or adaptation for application to issues and problems.

An example where precedents are very general is the need to provide mission-critical services like wireless networking, VOIP, AV, and teleconferencing services which lack Agency standards. The chosen path often requires a unique, customized solution.

Judgment Needed – The employee uses judgment, initiative, and resourcefulness in deviating from established methods to:

- Modify, adapt, and/or refine broader guidelines to resolve specific complex and/or intricate issues and problems;
- Treat specific issues or problems;
- Research trends and patterns;
- Develop new methods and criteria; and/or
- Propose new technical designs, policies and practices.

### 4. **COMPLEXITY** (Level 4-5, 325 points)

Nature of Assignment – Work consists of serving as a senior network, telecommunications and security administrator to evaluate, recommend, and implement Regional and Agency-wide requirements. Work consists of assigning and coordinating the work of multi-disciplinary teams such as desktop, server, network, VOIP and AV administration to diagnose sources of service interruptions and developing and implementing corrective actions.

What Needs To Be Done – Performs the following duties:

- Identifies and controls all hardware and software configuration for assigned areas of responsibility;
- Develops technical standards and procedures for development, implementation, and

- management;
- Establishes performance management metrics
- Evaluates overall performance against relevant standards
- Providing technical advice and consultation to other administrators throughout the Agency
- Quickly and accurately isolate sources of service problems .
- Identify and implement required corrective actions
- Devise solutions to prevent future interruptions.

Difficulty and Originality Involved – Exercises considerable judgment to:

- Keep abreast of the rapid evolution of networking technologies
- Maintain continual vigilance against threats to network confidentiality, integrity and availability
- Constantly determine ways to efficiently apply scarce resources
- Exercises ingenuity and originality in recommending actions to management to avert future challenges to the integrity and availability of the network.

#### 5. **SCOPE AND EFFECT** (Level 5-5, 325 points)

Scope of the Work – Work involves:

- Leading an enterprise-level network project, such as responding to changes in the Agency's mission to provide remote access services during a pandemic or national catastrophe
- Carrying out the full range of project management functions from project planning through evaluation and reporting of project accomplishments for services such as wireless networking
- Leading feasibility studies of new network technologies, such as integrating video with data and voice services;
- Recommending investments in new technologies such as AV to senior agency management where warranted; and
- Providing consultation during the planning and implementation of successfully tested new technologies.
- Projects typically involve coordinating the work of other network specialists, technical specialists from other disciplines, and customers in the environmental programs.

Effect of the Work – Work ensures the capability of the network services program to respond to new and changing requirements. Work ensures that the agency takes full advantage of advances in network technologies to enhance the delivery of services in support of mission requirements.



**6. PERSONAL CONTACTS/ PURPOSE OF CONTACTS (Level 3-C, 180 points)**

Personal contacts include individuals and groups inside and outside the agency including employees and managers from various levels in the agency, such as Headquarters, other regions, field offices, and offices within Region 8. External contacts include vendors, contractors, and representatives from local phone/utility companies in a moderately unstructured setting. Employee may encounter resistance as a result of issues such as organizational conflict, competing objectives, or resource problems. Employee must be skillful in approaching contacts to obtain the desired effect; e.g., gaining compliance with established policies and regulations by persuasion or negotiation.

**7. PHYSICAL DEMANDS (Level 7-1, 5 points)**

The work is sedentary. Some work may require walking and standing in conjunction with travel and to attendance at meetings and conferences away from the work site. Employee may occasionally carry objects (up to 50 pounds) and drive a motor vehicle. The work does not require any special physical effort.

**8. WORK ENVIRONMENT (Level 8-1, 5 points)**

The work area is adequately lighted, heated, and ventilated. The work environment involves everyday risks or discomforts that require normal safety precautions. Employee may occasionally be exposed to uncomfortable conditions in such places as communication closets, server rooms, and storerooms.

**Total Points: 3490 = GS-13**

## EXTRAMURAL RESOURCES MANAGEMENT DUTIES CHECKLIST

This checklist may be used to identify duties in managing contracts, grants, cooperative agreements, and interagency agreements. It is a tool for identifying duties to be added to position descriptions for positions requiring 25% or more of time on any combination of extramural resources management duties. The checklist may be used as an amendment to position descriptions for positions requiring less than 25% of time on these duties.

### EMPLOYEE INFORMATION

Name Picky Archuleta

Position Number 00057234

Title (Network/Telecom) IT Specialist

Series/Grade GS 2210-13

Organization ISP-TSU

### Percentage of Time Spent on Extramural Resources Management

☐ This position has no extramural resources management responsibilities.

☒ Total extramural resources management duties occupy less than 25% of time.

☐ Total extramural resources management duties occupy 25% to 50% of time. These duties are indicated below and described in the position description.

☐ Total extramural resources management duties occupy more than 50% of time. These duties are indicated below and described in the position description.

When this checklist is used as an amendment to a position description, the following signatures are required:

Supervisor's Signature

[Signature]

Date

3/20/08

Personnel Specialist's Signature

Ramona Davis

Date

6/10/08

### Part 1: Contracts Management Duties

#### Pre-award:

- ☒ Plans procurements
- ☒ Estimates costs
- ☒ Obtains funding commitments
- ☒ Prepares procurement request
- ☒ Writes statements of work
- ☒ Reviews statements of work
- ☐ Processes unsolicited proposals
- ☒ Responds to pre-awarded conferences
- ☒ Participates in pre-award conferences
- ☒ Conducts technical evaluation of proposals
- ☒ Participates in debriefing/protests
- ☐ Other (list) \_\_\_\_\_

#### Post-award:

- ☒ Prepares delivery orders
- ☒ Reviews contractor work plans
- ☒ Reviews contractor progress reports
- ☒ Monitors government-furnished property
- ☒ Monitors cost, management, and overall technical performance of contract after award
- ☒ Monitors management and performance of delivery orders/work assignments after award
- ☒ Defines scope of work for work assignments
- ☒ Approves payment requests or ACH drawdowns
- ☐ Manages cost-reimbursement contracts
- ☒ Reviews invoices
- ☒ Inspects and accepts deliverables
- ☐ Other (list) \_\_\_\_\_

#### Close-out:

- ☒ Writes reports on contractor performance, costs, and tasks performed
- ☒ Reconciles payments with work performance
- ☒ Closes out payments
- ☒ Performs cost accounting
- ☒ Provides assistance to Contracting Officer in settling claims
- ☐ Other (list) \_\_\_\_\_

Percentage of Time Spent on Contracts Management: 10 %

**Pre-application/Application:**

- ☐ Prepares solicitation for proposals
- ☐ Identifies potential grantees for areas of program emphasis
- ☐ Makes initial determinations (whether project is procurement or assistance, whether agency has legal authority, whether applicant is eligible, whether funding is available, etc.)
- ☐ Provides administrative information to applicants
- ☐ Determines appropriateness of applicant=s workplan/ activities/budget and compliance with regulations and guidelines and negotiates changes with applicant
- ☐ Assists applicant in resolving issues in application
- ☐ For cooperative agreement, determines substantial federal involvement and develops a condition for agreement
- ☐ Negotiates level of funding
- ☐ Conducts site visits to evaluate program capability
- ☐ Serves as resource to Selection Panel
- ☐ Informs applicants of funding decisions
- ☐ Other (list)

**Award:**

- ☐ Prepares funding package, including Decision Memorandum
- ☐ Obtains concurrences/approvals
- ☐ Reviews/concurs in completed document
- ☐ Establishes project file
- ☐ Other (list)

**Project Management/Administration:**

- ☐ Monitors recipient=s activities and progress
- ☐ Reviews reports and deliverables and notifies recipient of comments
- ☐ Provides technical assistance to recipients

problems/issues

- ☐ Participates in decision/actions to ensure successful project completion and in decisions to impose sanctions
- ☐ Approves payments requests or ACH drawdown
- ☐ Reviews requests for modifications, additional funding, etc. and makes recommendations to

**Grants Management Office**

- ☐ Negotiates amendments
  - ☐ Reviews Cost/Price Analysis for recipient contract change orders (Superfund only)
- ☐ When necessary, recommends termination of the agreement
  - ☐ Resolves with Grants Management Office administrative and financial issues
  - ☐ Conducts periodic reviews to endure compliance with agreement
  - ☐ Other (list)

**Close-out:**

- ☐ Certifies deliverables were satisfactory and timely
- ☐ Provides assistance to recipients and Grants Management Office to ensure timely closeout
- ☐ Reconciles payment with work performed
- ☐ Notifies recipient of close-out requirements
- ☐ Obtains legal assistance if necessary to resolve incomplete close-out
- ☐ If project is audited, responds to issues and ensures recipient complies with audit recommendations
- ☐ Other (list)

**Percentage of Time Spent on Grants/Cooperative Agreements Management: \_\_\_\_\_%**

**Part 3: Interagency Agreements Duties****Pre-Agreement:**

- ☐ Plans and negotiates work effort
- ☐ Estimates cost
- ☐ Obtains funding commitments
- ☐ Prepares commitment notice
- ☐ Writes or reviews scope of work
- ☐ Responds to pre-agreement inquiries
- ☐ Participates in pre-agreement conferences
- ☐ Coordinates with appropriate staff in developing Independent Government Cost Estimates (IGEs)
- ☐ Negotiates and ensures execution of Superfund State Contracts (Superfund only)
- ☐ Performs technical evaluation of work plan and budget
- ☐ Prepares funding package and obtains necessary concurrences

- ☐ Monitors cost management and overall technical performance

- ☐ Participates in decisions about project modification/termination
  - ☐ Conducts periodic review of Superfund State Contracts payment receipts (Superfund only)
  - ☐ Inspects and accepts deliverables
  - ☐ Other (list)

**Close-out:**

- ☐ Reviews final report
- ☐ Decides on disbursement of equipment
- ☐ Reconciles payments with work performed
  - ☐ Reviews Superfund State Contracts to ensure full reimbursement (Superfund only)
  - ☐ Certifies deliverables
  - ☐ Resolves close-out issues with Grants Management Office/other agency
  - ☐ Other (list)

**Factor Evaluation System  
Position Evaluation Statement**

Title, Series, and Grade: IT Specialist (Network), GS-2210-13

Organization: TMS-Information Management Program, Computer Systems Technical Support Unit

Evaluation Factors	Points Assigned	Standard Used (Bmks, FLD)	Comments
1. Knowledge Required by Position	1550 pts	1-8	Develops and interprets policies, procedures, and strategies governing the planning and delivery of services; provides expert technical advice; applies new developments;
2. Supervisory Controls	650 pts	2-5	Supervisor provides admin/policy direction. Employee independently carries out plans, designs, and carries out the work; is considered a technical authority. Work is considered technically authoritative.
3. Guidelines	450 pts	3-4	General guidelines; scarce or have gaps; modifies, adapts, or refines broader guidelines; develops new methods and criteria.
4. Complexity	325 pts	4-5	Many different and unrelated processes; involves a broad range of IT activities; rapidly evolving

			technology in specialty areas; deals with highly complex technical issues.
5. Scope and Effect	325 pts	5-5	Involves isolating and defining unprecedented conditions; resolving critical problems, developing, testing, and implementing new technologies. Work affects the work of other technical experts or the development of major aspects of Agencywide IT programs.
6. Personal Contacts	180 pts	3C	Individuals or groups from outside the agency such as vendors, contractors, representatives from local phone utility companies in a moderately unstructured setting. Involves influencing or persuading others to accept and implement findings and recommendations. May encounter resistance; must be skillful in gaining compliance.
7. Purpose of Contacts			
8. Physical Demands	5 pts	8-1	Does not require any special physical effort.
9. Physical Demands	5 pts	9-1	Work area is adequately lighted, heated, and ventilated and involves no unusual risks or discomforts.
Total Points	3490		
Grade Conversion	GS-13		
Remarks: JFS for Administrative Work in the IT Group, GS-2200, May 2001			

<b>Reference of Series and Date of Standards used to Clarify this Position:</b> JFS for Administrative Work in the Information Technology Group, GS-2200
<b>Classifier's Signature and Date:</b> <i>Ramona Davis</i>